

## **Abstract of the Disclosure**

### **INTEGRATED IVR/WEB DATA GATHERING PROCESS AND METHOD**

A method of gathering data uses both a telephone channel and an Internet channel to forward data to a single data bank. The method also includes steps of checking for duplicate data entries and verifying the accuracy of some of the data input. Certain responses are identified for special handling and all respondents are notified of the action taken with respect to their response.